Customer Advisory Board
August 11, 2010
James R. Larson Forum Building Boardroom
605 11th Avenue SE
Olympia, Washington

Mainframe Rates Committee Report	Zayne Elrod, DIS, reported on the CAB Rates Sub Committee's review of mainframe rates. After a thorough review of the cost components and rates, the Sub Committee recommended a strategy to consolidate three mainframes to two, self-provision a disaster recovery solution in eastern Washington, and take advantage of a sub-capacity pricing structure offered by IBM.

The recommendation is expected to save $1.9 M In Fiscal Year 11.

Discussions will continue to right-size the mainframe in eastern Washington.

Communications on this recommended approach have been distributed broadly among staff working on HB 3178 savings, CIOs, agency budget officers, and agency staff who process the DIS invoice.

Geographic Information Council Report	Joy Paulus, Geographic Information Council (GIC) Coordinator, briefed the CAB on key elements of the GIC strategic plan. This includes strategies to expand data sharing using a shared services approach. She demonstrated new methods to locate and use available data according to the strategic plan.

Joy's presentation is posted on the CAB website under the August 11, 2010 meeting at http://dis.wa.gov/initiatives/cab/Default.aspx.

Shared Services Updates	Desktop Support: In preparation for a recommendation to combine the state's purchasing volume for better workstation prices and service, the multi-agency work groups have defined a single desktop standard, a laptop standard, and a basic software image. Agencies will add other software to the base image according to their individual needs. The next step is to use these standards as benchmarks for comparing alternative methods for acquiring PCs in bulk to get the best possible prices for the agencies. This will be done with members of the Desktop Services group and DIS. There will also be consideration given to possibly including deployment and support as part of the acquisition process.

Shared Email:
The shared Email Advisory Committee, combined with the CAB Rates sub Committee, is evaluating all the cost components of the new service. The goal is to recommend rates to the CAB and Executive Steering Committee (ESC) in September. In parallel with the rates review, the email implementation plan is starting development by the new project manager from the Program Office and agency/DIS

subject matter experts in exchange, the Vault and the filtering gateway. The plan will be vetted with the Advisory Committee and agency subject matter experts before it is released for implementation and communication.

Shared Servers:
Work is underway to align the virtualization project at the Department of Ecology with the proof of concept at DIS. A subset of agency experts worked with DIS architects to develop additional detailed requirements from the shared server work for the new data center. More of this requirements work will continue as the state determines whether to pursue an RFP for computing infrastructure in the new state data center. Building on the CIO Work Group that assembled to support shared servers, an Advisory Committee will be formally established in September. This governance committee will provide important input on strategy and decisions in the months ahead.

Executive Order Update   Tony reported that the Governor's Office, through Jill Satran and Stan Marshburn, is collecting input on the executive order from agency directors and CIOs. The governor's office will evaluate the input and write the resulting executive order in the late August or early September timeframe for the governor's consideration.